

Docket Number: RSW920030199US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	: Date: Oct. 20, 2003
Douglas A. Wood	: IBM Corporation
Serial Number To be assigned	: 3039 Cornwallis Road
Filed: <b>HEREWITH</b>	: Research Triangle Park, NC 27709
For: System and Method for Root	:
Cause Linking of Trouble Tickets	:

Information Disclosure Statement

Commissioner for Patents  
Alexandria, VA 22313-1450

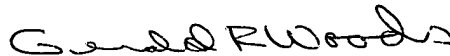
Sir:

Applicant submits the following information on Form PTO-1449 listing references pursuant to 37 C.F.R. § 1.97 (b). Required copies of the references listed on Form PTO-1449 are included herewith.

This Information Disclosure Statement is being filed within three months of the filing date of the application, or before the mailing date of a first office action on the merits. No fee or certification is required.

No Fee is believed to be necessary. However, please charge any unforeseen fees for the prosecution of the present application to IBM Deposit Account No. 09-0461

Respectfully submitted,



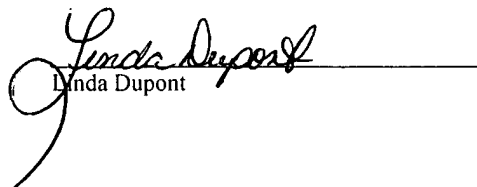
Gerald R. Woods  
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**Certificate of Mailing (37 CFR 1.8a)**

I hereby certify this paper (along with any paper referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to: Commissioner of Patents and Trademarks; Alexandria VA 22313-14501

Date: Oct.  
20, 2003



Linda Dupont

Substitute for form 1449/PTO

**(Use as many sheets as necessary)**

Sheet	1	of	1
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**Complete if Known**

Application Number	Unassigned
Filing Date	Unassigned
First Named Inventor	Rosalind Radcliffe, et al.
Art Unit	Unassigned
Examiner Name	Unassigned
Attorney Docket Number	RSW920030198US1

## U. S. PATENT DOCUMENTS

[illegible]

## FOREIGN PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> *Number <sup>4</sup> *Kind Code <sup>5</sup> (if known)	MM-DD-YYYY			
		WO 02/33980 A2	4/25/02	Valadarsky		
		01-126761	18.05.1989	Hiroyuki, et al		

Examiner Signature		Date Considered	
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This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, Washington, DC 20231.

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